



JIRA 6.2

Helpdesk

NEW LOOK



Atlassian Statement

“Use JIRA to easily capture and organize your issues, prioritize and take action on what’s important, and stay up-to-date with the activity going on around you” - **Atlassian**



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Presentation Agenda

- Login and Access JIRA
- Project Overview
- Create and Edit an Issue
- Attachments and Screenshots
- Troubleshooting
- Questions



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Login and Access JIRA

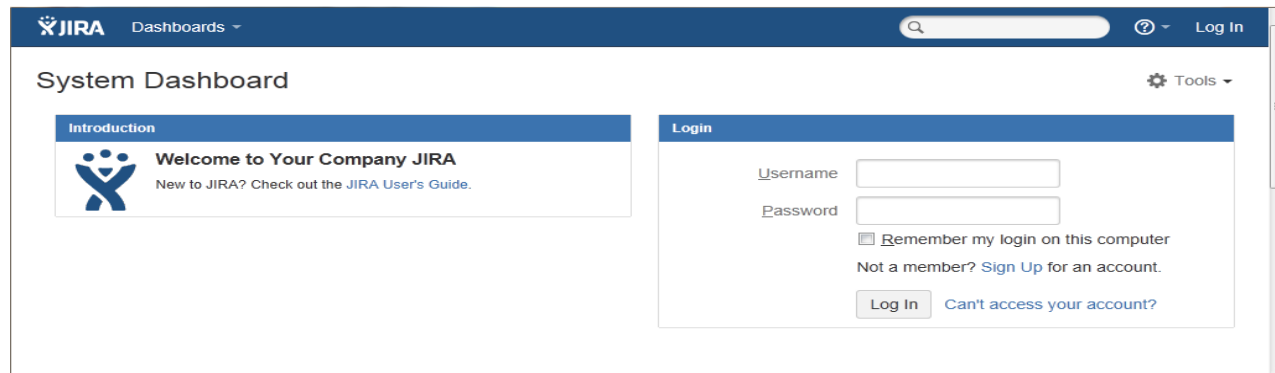
You can access JIRA via two different options:

- Web browser <https://birwa42ms.newlook.co.uk>

- Your NAL



- Current logins will stay the same:

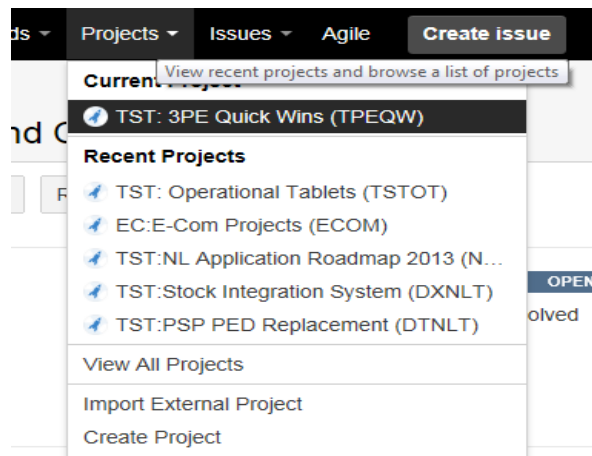
A screenshot of the JIRA System Dashboard login page. The page has a dark blue header with the JIRA logo, "Dashboards" dropdown, a search bar, and a "Log In" link. Below the header, the "System Dashboard" title is followed by a "Tools" dropdown. The main content area is divided into two panels. The left panel, titled "Introduction", contains a welcome message: "Welcome to Your Company JIRA" and "New to JIRA? Check out the JIRA User's Guide." The right panel, titled "Login", contains a "Username" field, a "Password" field, a "Remember my login on this computer" checkbox, a "Not a member? Sign Up for an account." link, and a "Log In" button with a "Can't access your account?" link.

- New Users

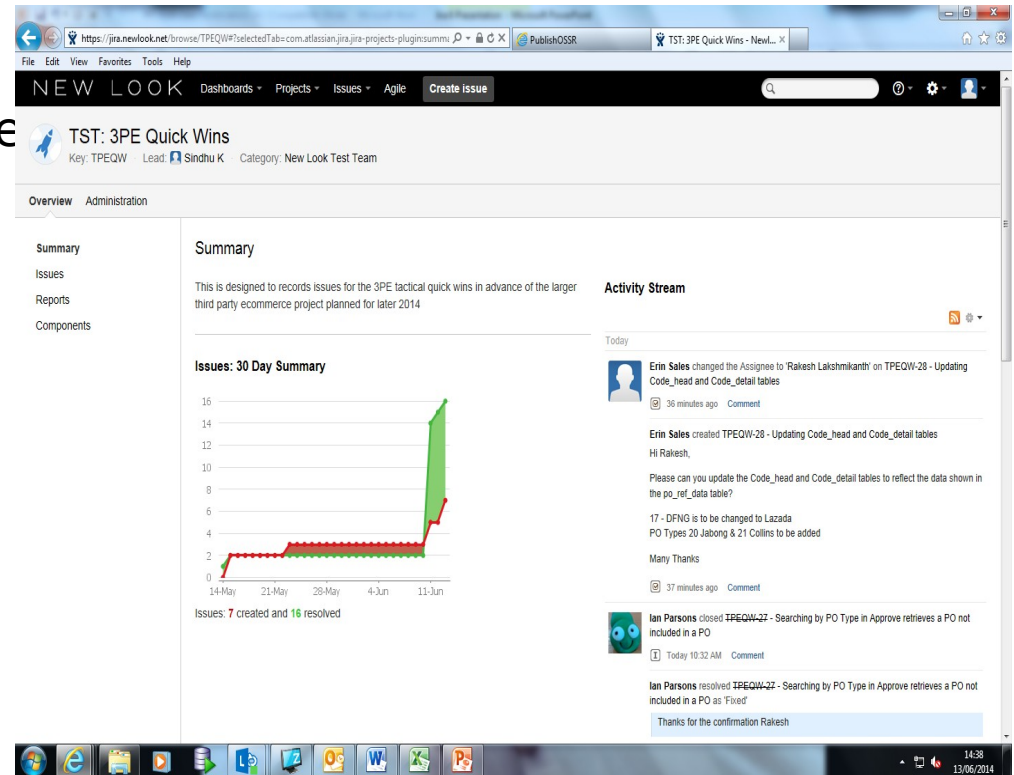


Project Overview

- Finding an existing Project
- How to open the existing Project



e_detail tables to reflect the data shown in the po_ref_data tat



NEW LOOK

Create and Edit an Issue

- How to Create an issue
- How to Edit an Issue
- How and where to add a comment
- Close and resolve an Issue

Demonstration Project / DEMO-4
Editing issues

4 of 6

Details

Type: Story
Priority: Major
Status: OPEN (View Workflow)
Resolution: Unresolved
Labels: None

People

Assignee: Michelle Welch
Reporter: Michelle Welch
Votes: 0
Watchers: Start watching this issue

Dates

Created: 6 minutes ago
Updated: 6 minutes ago

Time Tracking

Estimated: 5m
Remaining: Not Specified
Logged: Not Specified

Changing stuff

There are a few ways you can edit an issue, we'll let you know them all and then you can pick which ones you like best:

- Inline edit by clicking in the field you want to change. Try clicking here to edit this text.
- Keyboard shortcut: **e**
- Jump to field using keyboard shortcut: **.**
- Click the Edit button in the operations bar

Note some items in the view issue page, like the status and resolution, are only changed by workflow buttons.

Commenting

Adding comments is a great way to communicate with multiple people on an issue. As an example you'll see there's a question in the comment section at the bottom of this issue, try replying to the comment!

Comment

Try replying to the comment at the bottom of the issue

Viewable by All Users

Add Cancel

JIRA Dashboards Projects Issues Agile Create issue

Search Save as

Demonstration... Type: All Status: All Assignee: All More Advanced

Order by Key

- DEMO-1 What is an issue?
- DEMO-2 Changing an issue's status
- DEMO-3 Keyboard shortcuts
- DEMO-4 Editing issues
- DEMO-5 Searching
- DEMO-6 What's next?

Demonstration Project / DEMO-1
What is an issue?

1 of 6

Edit Comment Assign More Start Progress Resolve Issue Close Issue Admin

Details

Type: Task
Priority: Major
Status: OPEN (View Workflow)
Resolution: Unresolved
Labels: None

People

Assignee: Michelle Welch
Reporter: Michelle Welch
Votes: 0
Watchers: Start watching this issue

Dates

Created: 2 minutes ago
Updated: 2 minutes ago

Description

Welcome to your first issue

An issue is an item you want to track in a specific JIRA project. You can use JIRA to track all kinds of things.

Types of issues

An issue could represent a software bug, a user story, a project task, a helpdesk ticket, or a leave request form, the list is endless!

Demonstration Project / DEMO-2
Changing an issue's status

2 of 6

Edit Comment Assign More Start Progress Resolve Issue Close Issue Admin

Details

Type: New Feature
Priority: Major
Status: OPEN (View Workflow)
Resolution: Unresolved
Labels: None

People

Assignee: Michelle Welch
Reporter: Michelle Welch
Votes: 0
Watchers: Start watching this issue

Dates

Created: 4 minutes ago
Updated: 4 minutes ago

Description

Workflows. What you need to know

The status of an issue is driven by a workflow. A workflow defines the possible statuses that an issue can be transitioned through in its lifetime.

Status

You can view the current status of this issue in the 'Details' section above. You may also have the permission to view the workflow just beneath it, not all users will have this permission. You can change the status of this issue by clicking on the available workflow transition buttons.

Progress Workflow

Open (View Workflow)

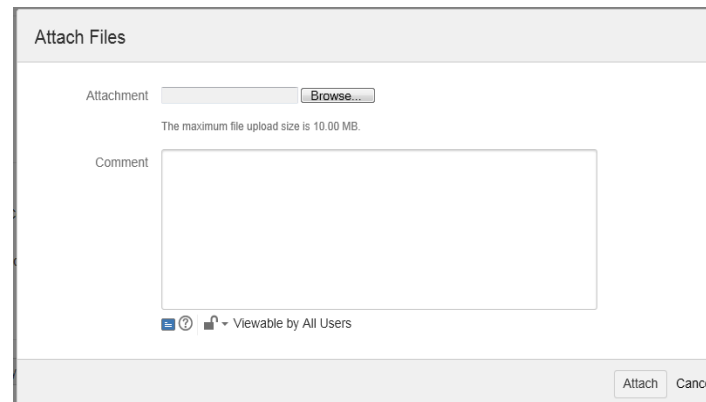
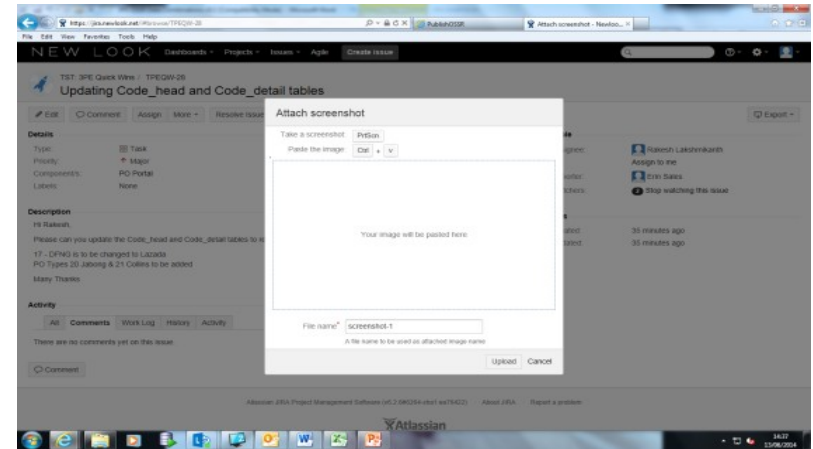
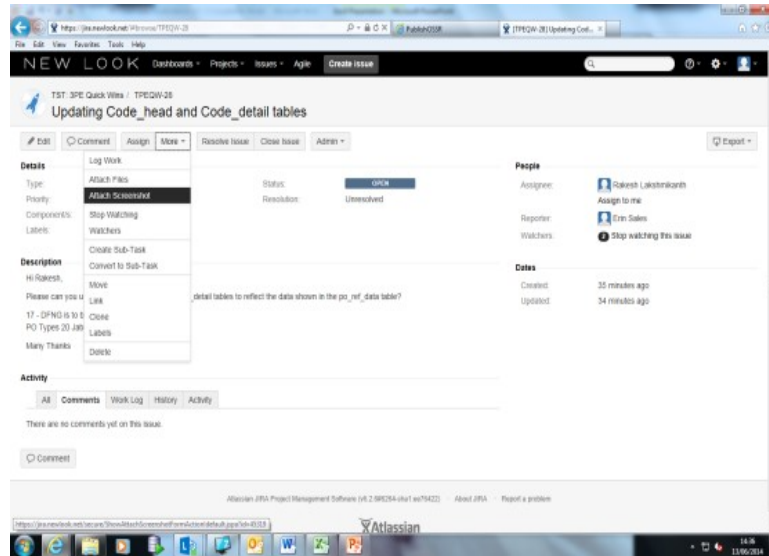
Unresolved



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Attachments and Screenshots

- How to attach external file to a JIRA
- How to attach a screenshot to a JIRA
- Finding and Opening Attachments





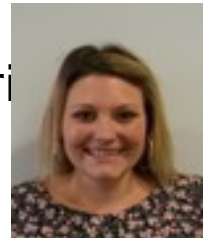
Troubleshooting

In the unlikely event that Jira is unavailable the team should contact their Jira Champion in the first instance



Useful Information

Champion Name: Sarah Bri
DD: 8545



Link to How-To Guides:

<\\Weymr06-shared.newlook.co.uk\\shared\\Departments\\Systems\\Application Services\\Testing\\Test Team Community\\Team KPI's\\KPI 2014 - 15\\2. JIRA\\Representitives Userg>



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Questions??

Do you have any questions?



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